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## *MH Case Study – Future Pathways*

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### BACKGROUND

MH was one of the first referrals we received for Future Pathways. She is 16 years old and has been known to Social Services for some time. MH had not been in Education since January 2021, she had enrolled to college after finishing her GCSE's but due to her poor mental health and subsequent non engagement, she withdrew from the course that she was studying.

The referral form explained that MH often suffers from very low moods, and experiences heightened depressive episodes and anxiety, this includes suffering from suicidal ideations and self-harming.

On receipt of the referral form I called MH up to invite her to our first induction, she was very shy on the phone, but said that she would like to attend, as she really wants to get back on track. I explained to her that I would be her Case Worker and so she can contact me at any time to go through how the day is going to look to try to limit her anxieties.

I phoned MH again the day before the induction and asked how she was feeling. She explained that she was really looking forward to it but was worried that tomorrow she would feel too nervous and not make it. We spent some time talking and reassuring her, and then came up with the plan for her to bring her Mum a long with her- I asked them to phone me when they were approaching the building that the induction was being held in so that I could meet them both outside and bring them into the group.

When MH arrived at the induction, she was very nervous and sat at the back with her Mum rather than with the other young people who were there for the induction morning. I made an effort to sit next to her and make small talk with both her and her Mum to try and make her feel a bit more comfortable, then when the group activities were starting I suggested we go and take part together. MH then joined the others. When MH joined in with the others you could see her confidence increasing, she was engaging with her group, and speaking up and answering questions.

It was interesting to see, how just a little confidence building and 'hand holding' in the beginning had such a quick impact.

### AIMS AND OBJECTIVES

Throughout the day, I learnt that MH wants to become a property developer. She was quite clear about this goal, and we started brainstorming ideas together. We decided to have a look at apprenticeships in Estate Agents or Property Management. MH wasn't sure at first as she said that she does not really want to be an Estate agent, but I explained that she needs to start somewhere within property first and learn about it- to then work herself up the ladder with the knowledge she gains. I also suggested that we go on a tour of a construction site so that she can see the industry from both sides, MH agreed and said that she was looking forward to it.

I praised MH for her participation in the group, and how well she had done- I explained that we also have YP voice forum starting, and would I be able to put her forward for this. MH said that she would like to do anything that will help herself as she is feeling really motivated to get started with the programme and finding an apprenticeship- so will do anything that will make her CV look better.

## HOW I HELPED...

With MH, I learn quickly that the best approach was to keep in regular contact with her and continue to positively reinforce how well she is doing.

I arranged for MH to meet me at her local Costa a week after the group induction session as we had some more paperwork to sign. It was just a short visit, but when MH asked if she could bring her Mum to that, I suggested that she just gets the bus into town with her Mum and then leaves her mum to have a look round the shops when MH comes to me. MH managed this well, and although she was anxious, she was also proud of herself for managing to do it.

On our next visit, I encouraged MH to come and meet me completely by herself. I explained what a big step in the right direction this was for her, as she will have to travel to the workplace alone when we find her an apprenticeship, she laughed and said she could see how I was trying to test her. I explained that this is not a test, I am just trying to boost her confidence and get her a little bit more ready for the working world.

On this visit we created MH's CV from scratch. MH struggled with this and started by saying that she had nothing to put on it and that there was no point in her really having one if she has nothing to write. After some prompting and encouragement, we completed it together. I typed and asked MH questions that prompted her to talk about things that she had done which led to her gaining transferable skills which could be used on her CV. We also looked at her personality traits that would make her a great candidate.

On finishing the CV MH was feeling really confident, she said that she had never felt like she could really do anything until she started working with us and seeing her CV and all the positive things written about her made her believe in herself a bit more.

After this, I had a phone call with MH's mum and updated her on what was happening and the next steps, I explained that I would be sending her CV to a colleague who would then try to match MH with a suitable role. MH's mum was really happy and said that she appreciated the support and keeping her in the loop. I also updated MH's Social Worker on the progress being made.

## OUTCOME & RESULTS

Although the project is still in its early days, and MH has not yet secured a role, the progress she has made has been noticeable. Her confidence has grown significantly, and I believe that if she was to get an apprenticeship now, with the right support put in place around her and close mentoring she will be able to sustain it.

I was invited to MH's early help step down meeting and was able to talk about the progress she is making and her positive attitude towards reaching her goals, this contributed towards her case being stepped down to Early Help.

To summarize, the work that has been done with MH so far, has resulted in:

- ❖ Discovered what she would like to do and what her career goals are for the future.
- ❖ MH's confidence and belief in herself has significantly grown
- ❖ CV completed and sent to prospective employers
- ❖ MH has been able to meet me independently without her mum being with her
- ❖ MH has said that she is feeling more confident about her future
- ❖ MH has now started to call me when she is not happy about something and has been able to express this in an appropriate way. I really encourage and praise this, as there are going to be

times when she is at work that she has issues that need to be raised- being able to resolve conflicts and raise concerns in an appropriate way is an important skill to have.

- ❖ MH's case has been stepped down to Early Help.
- ❖ MH is now ready to start work.